

Notice of References Cited	Application/Control No. 10/812,752		Applicant(s)/Patent Under Reexamination ERYUREK ET AL.	
	Examiner Michael B. Holmes		Art Unit 2121	Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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*	U	Case-based help desk system with diagrammatic interface Kitamura, M.; Nakatani, Y.; Systems, Man, and Cybernetics, 1998. 1998 IEEE International Conference on Volume 2, 11-14 Oct. 1998 Page(s):1272 - 1277 vol.2 Digital Object Identifier 10.1109/ICSMC.1998.728057
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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